

IN THE CLAIMS:

Please amend the claims to read as follows:

1. (Currently Amended) A system for allowing users to simultaneously contact multiple providers to secure an appointment on short notice, the system comprising:

a facilitator that sets up~~[,]~~ and mediates~~[,]~~ a communication including a request for an appointment generated from a user and a response generated from at least one provider in response to the request;

a monitor that monitors communications between the providers and the users and communication, including checking that the response is generated within a predefined time period and intervenes directly if needed~~the response is not generated in the predefined time period~~;

a web application that includes a web site for facilitating interaction with the system, the web site including a translator having at least a medical term list translated in a plurality of languages of a plurality of countries and a pharmaceutical drug list translated in the plurality of languages, the pharmaceutical drug list including at least formulation information and brand name information of at least one pharmaceutical drug as manufactured or distributed in the plurality of countries, the translator providing translation between the multiple languages of the at least formulation and brand name information of the at least one pharmaceutical drug;

a provider network for processing information provided by users of the system; and

a storage device for storing information processed by the system.

2. (Original) The system of claim 1, wherein each provider is allowed to view and obtain requests for appointments from new users.

3. (Original) The system of claim 1, wherein users are both members who have previously registered with the system and prospective members of the system.
4. (Original) The system of claim 1, wherein the web site includes a list of common medical terms, phrases and pharmaceuticals that are cross-referenced in multiple languages, thereby enabling communications between users and providers who speak different languages.
5. (Original) The system of claim 1, wherein the storage device includes a database for storing information and a data server for maintaining the database and information, which is necessary to run the system.
6. (Original) The system of claim 1, wherein the web application includes a web server for converting all hypertext based requests to native commands for processing by components of the storage device and for dynamically generating HTML pages in response to the requests.
7. (Original) The system of claim 1, wherein the system provides different types of access and privileges to different users based on at least one predetermined criterion.
8. (Original) The system of claim 7, wherein users may purchase access to the system through appropriate agents.
9. (Original) The system of claim 7, wherein users may purchase access to the system through the web site.
10. (Original) The system of claim 1, wherein users may access the system through on-line means.

11. (Original) The system of claim 1, wherein users may access the system through off-line means.

12. (Original) The system of claim 1, wherein prior to using the system, providers must register a practice and the individual providers in the practice and the facilitator activates the registration after predefined contract agreements are ratified.

13. (Original) The system of claim 12, wherein providers may register practices for future partnerships.

14. (Currently Amended) A method for enabling a user to simultaneously contact a multitude of providers to secure an appointment on short notice, the method comprising the steps of:

entering, by the user, at least one user defined criterion on a system web site;

determining, by the system, a first plurality of providers within a specified area using the at least one criterion, the at least one criterion being common to the first plurality of providers;

providing, by the system, a list of the first plurality of providers to the user;

selecting, by the user, a second plurality, of providers from the list of the first plurality of providers and submitting a list of the second plurality of providers to the system;

generating a notification, by the system, to the second plurality of providers;

generating monitoring a response, by a monitoring group, to the notification by each of the second plurality of providers to form a plurality of responses, including monitoring that the response is generated within a predefined time period and directly intervening if the response is not generated within the predefined time period;

generating the response by each of the second plurality of providers so as to form the plurality of responses;

displaying to the user, by the system, the plurality of responses from each of the second plurality of providers;

generating a confirmation to one of the plurality of responses to secure the appointment, by the user, and sending the confirmation to the provider associated with the one of the plurality of responses;

notifying, by the system, to a third plurality of providers for excluding the third plurality of providers from the appointment, the third plurality of providers being providers that did not receive the confirmation by the user.

15. (Previously Presented) The method of claim 14, further comprising the steps of:

entering, by the user, at least one user selected time criterion;

allowing a provider having at least one available appointment time to specify the at least one available appointment time in the system; and

displaying the at least one available appointment time to the user that meets the at least one user selected time criterion when the user visits the web site.

16. (Previously Presented) The method of claim 14, wherein the user has a location and the method further comprises determining for each of the first plurality of providers a proximity relative to the location of the user, wherein determining a proximity includes the step of using a geo-locator tool to determine a longitude and latitude of each of the first plurality of providers.

17. (Previously Presented) The method of claim 14, wherein the step of providing a list of the first plurality of providers comprises the step of providing biographical information for each-of the first plurality of providers.

18. (Previously Presented) The method of claim 14, wherein the step of generating a notification comprises the step of using unique identifiers assigned to each of the second plurality of providers to generate the notification for each of the second plurality of providers.

19. (Previously Presented) The method of claim 14, wherein the step of generating a notification comprises the step of sending an e-mail message to each of the second plurality of providers.

20. (Previously Presented) The method of claim 14, wherein the step of generating a notification comprises the step of sending a fax message to each of the second plurality of providers.

21. (Previously Presented) The method of claim 14, wherein the step of generating a response comprises the step of visiting the web site, entering an authentication code and responding to an appointment request by the user.

22. (Previously Presented) The method of claim 14, wherein the step of displaying to the user comprises the steps of collating the plurality of responses by the system and forwarding the collated plurality of responses to the user.

23. (Previously Presented) The method of claim 14, wherein the step of displaying to the user comprises the steps of collating the plurality of responses by the system and showing the collated plurality of responses to the user when the user logs in to the web site at a later time.

24. (Previously Presented) The method of claim 14, wherein the step of displaying to the user comprises the step of forwarding e-mail messages with the plurality of responses to the user.

25. (Previously Presented) The method of claim 14, wherein the step of generating a confirmation comprises the step of confirming the one of the plurality of responses directly with the provider associated with the one of the plurality of responses.

26. (Previously Presented) The method of claim 14, wherein the step of generating a confirmation comprises the step of clicking on a button, on the web site, that is associated with the one response.

27. (Currently Amended) A method for enabling a facilitator to mediate communication exchanges between ~~users~~a user and a plurality of providers ~~of~~in a system that allows the ~~users~~user to simultaneously contact ~~multiple~~the plurality of providers to ~~secure~~request an appointment on short notice, the method comprising the steps of:

allowing the facilitator to view exchanges and histories of exchanges between users and providers, including checking, by the system, that each request has been processed within a predefined period of time, issuing a request to a monitoring group if the request has not been processed within the predefined period of time and intervening to set up the appointment, by the monitoring group;

contacting the facilitator, by ~~a~~the user, to specify at least one criterion for selecting a ~~provider~~the plurality of providers;

determining, by the facilitator, each provider ~~of the plurality of providers~~ within a specified area that meets the at least one criterion, identifying each provider's proximity to the user's location and providing a list of the plurality of providers to the user;

selecting, by the user, multiple providers from the list and submitting the selected multiple providers to the facilitator;

notifying, by the facilitator, the selected multiple providers;
responding, by the provider, to the notification;
communicating, by the facilitator, the responses to the user;
confirming, by the user, one response with one selected provider; and
notifying, by the facilitator, those providers whose responses were not accepted by the user.

28. (Original) The method of claim 27, wherein the step of responding comprises the step of faxing a response to a facilitator.

29. (Canceled)

30. (Canceled)

31. (Currently Amended) The ~~system~~ method of claim 27, wherein the determining, by the facilitator, each provider includes the criterion being user defined and common to each provider determined.

32. (Previously Presented) The system of claim 1, wherein the facilitator intervenes directly by contacting at least one of the providers and users to secure the appointment.